



COASTAL COMMUNICATIONS & SOLAR PV

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Procedure for Complaints

Any person receiving a customer complaint raises a customer complaint form and transfers it to the management team together with any relevant documentation. This must be implemented immediately.

The Management team enters a summary on the complaints log, considers the nature of the complaint and decides on the appropriate action and nominates an appropriate person to deal with the complaint. The customer is to be informed by the appropriate person that they have received the complaint and it will be dealt with within 7 working days. If the customer reports a loss of heating or hot water the complaint will be dealt with within 24 hours.

On completion of the appropriate action the Nominee enters the actions taken on the complaint form and the complaint log.

The complaint and actions taken are reviewed at the Management Review Meeting and the form filed in the client file.

Should we fail to resolve the dispute through our own customer service effort we must advise the customer in writing of RECC's resolution service and indicate that we will use the service if the customer wishes to.

